

LAC+USC Medical Center
Operational Monitoring Report
Reporting Period April 2012

Indicator	Definition	Data
Indicator #2 - Emergency Department Metrics 2c. Left Without Being Seen (LWBS) *Harris Rodde Indicator	LWBS: The total number of patients who left the ED without being seen by a physician reported as a percentage of all ED visits. Calculation: The total number of patients who left the ED without being seen divided by the total number of ED patient visits on a monthly basis. Source of Data: Affinity Target: No target value. Lower numbers are better.	<p style="text-align: center;">Left Without Being Seen</p> <p style="text-align: center;">April '12 data is Preliminary data</p>

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2d. ED Diversion	<p>ED Diversion: A percentage measure of the time the ED diverts ambulance traffic away from the ED, reported as a function of the reason for diversion on a monthly basis.</p> <p>Calculation: The total number of hours of ED diversion for a specific reason divided by the total number of available hours in a month.</p> <p>Source of Data: Reddinet</p>	<p>Diversion of ALS Units due to ED Saturation</p> <table><thead><tr><th>Month</th><th>% on Diversion</th></tr></thead><tbody><tr><td>Nov '08</td><td>50</td></tr><tr><td>Jan '09</td><td>40</td></tr><tr><td>Apr '09</td><td>58</td></tr><tr><td>Jun '09</td><td>35</td></tr><tr><td>Aug '09</td><td>63</td></tr><tr><td>Oct '09</td><td>51</td></tr><tr><td>Dec '09</td><td>59</td></tr><tr><td>Feb '10</td><td>43</td></tr><tr><td>May '10</td><td>60</td></tr><tr><td>Jul '10</td><td>69</td></tr><tr><td>Sep '10</td><td>81</td></tr><tr><td>Nov '10</td><td>72</td></tr><tr><td>Jan '11</td><td>77</td></tr><tr><td>Mar '11</td><td>74</td></tr><tr><td>May '11</td><td>61</td></tr><tr><td>Jul '11</td><td>42</td></tr><tr><td>Sep '11</td><td>42</td></tr><tr><td>Nov '11</td><td>52</td></tr><tr><td>Jan '12</td><td>66</td></tr></tbody></table>	Month	% on Diversion	Nov '08	50	Jan '09	40	Apr '09	58	Jun '09	35	Aug '09	63	Oct '09	51	Dec '09	59	Feb '10	43	May '10	60	Jul '10	69	Sep '10	81	Nov '10	72	Jan '11	77	Mar '11	74	May '11	61	Jul '11	42	Sep '11	42	Nov '11	52	Jan '12	66
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2e. Surge Report		<p>Crowding Level Comparison</p> <p>New Facility Surge Plan Suspended</p> <p>New Facility Surge Plan Operational</p> <p>The graph displays the percentage distribution of crowding levels over time. The 'New Facility Surge Plan Suspended' period shows higher percentages of 'Dangerously OC' and 'Severely OC' compared to the 'New Facility Surge Plan Operational' period, where 'Extremely Busy' and 'OverCrowded' levels are more prevalent. The 'Not Busy' threshold (65%) is consistently maintained throughout the period.</p> <p>Legend:</p> <ul style="list-style-type: none"> —◆— Dangerously OC —■— Severely OC —*— Busy —○— Extremely Busy —△— OverCrowded —●— Not Busy

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Indicator #3 – Trends for Patient Diversions and Transfers & #4 – Transfers to Rancho Los Amigos Metrics																																																														
3. & 4. Rancho Los Amigos Hospital (RLAH) Transfers	<p>Transfers: The volume of patients transferred to RLAH for acute hospitalization from the Emergency Department and from Inpatient Units.</p> <p>Data Source: Manual record keeping.</p> <p>Cancelled category includes patients whose condition changed leading to higher level of care or discharge home.</p>	<p>Month of April '12</p> <p>Referrals from ER:</p> <table><tr><th></th><th>Med/Surg</th><th>Acute Stroke</th><th>Total</th></tr><tr><td># Met transfer criteria</td><td>37</td><td>NA</td><td>-</td></tr><tr><td># Referred to RLAH</td><td>37</td><td>23</td><td>60</td></tr><tr><td># Transfers</td><td>37</td><td>23</td><td>60</td></tr><tr><td># Denied</td><td>0</td><td>NA</td><td>-</td></tr><tr><td># Cancelled</td><td>0*</td><td>NA</td><td>-</td></tr><tr><td># Patients refused*</td><td>0</td><td>NA</td><td>-</td></tr></table> <p>Referrals from Inpatients:</p> <table><tr><th></th><th>Med/Surg</th><th>Acute Stroke</th><th>Total</th></tr><tr><td># Met transfer criteria</td><td>10</td><td>NA</td><td>-</td></tr><tr><td># Referred to RLAH</td><td>8</td><td>6</td><td>14</td></tr><tr><td># Transfers</td><td>5</td><td>6</td><td>11</td></tr><tr><td># Denied</td><td>3</td><td>NA</td><td>-</td></tr><tr><td># Cancelled</td><td>1*</td><td>NA</td><td>-</td></tr><tr><td># Patients refused*</td><td>0</td><td>NA</td><td>-</td></tr><tr><td>Other /Pending</td><td>1</td><td>NA</td><td>-</td></tr></table>		Med/Surg	Acute Stroke	Total	# Met transfer criteria	37	NA	-	# Referred to RLAH	37	23	60	# Transfers	37	23	60	# Denied	0	NA	-	# Cancelled	0*	NA	-	# Patients refused*	0	NA	-		Med/Surg	Acute Stroke	Total	# Met transfer criteria	10	NA	-	# Referred to RLAH	8	6	14	# Transfers	5	6	11	# Denied	3	NA	-	# Cancelled	1*	NA	-	# Patients refused*	0	NA	-	Other /Pending	1	NA	-
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Indicator #5 – Harris Rodde Indicators																																																											
5. Average Length of Stay (ALOS)	<p>LOS: The difference between discharge date and the admission date or 1 if the 2 dates are the same.</p> <p>Total LOS:</p> <p>Calculation: ALOS is the arithmetic mean calculated by dividing the Total LOS by the Total # of discharges in the monthly reporting period, rounded off to one decimal place.</p>	<table border="1"> <caption>ALOS Data</caption> <thead> <tr> <th>Period</th> <th>Actual ALOS</th> <th>Target ALOS</th> </tr> </thead> <tbody> <tr><td>FY 04</td><td>6.4</td><td>5.5</td></tr> <tr><td>FY 05</td><td>6.2</td><td>5.5</td></tr> <tr><td>FY 06</td><td>5.9</td><td>5.5</td></tr> <tr><td>FY 07</td><td>5.5</td><td>5.5</td></tr> <tr><td>FY 08</td><td>5.7</td><td>5.5</td></tr> <tr><td>FY 09</td><td>5.8</td><td>5.5</td></tr> <tr><td>FY 10</td><td>6.4</td><td>5.5</td></tr> <tr><td>FY 11</td><td>6.1</td><td>5.5</td></tr> <tr><td>Jul '11</td><td>6.1</td><td>5.5</td></tr> <tr><td>Aug '11</td><td>6.1</td><td>5.5</td></tr> <tr><td>Sept '11</td><td>6.1</td><td>5.5</td></tr> <tr><td>Oct '11</td><td>5.8</td><td>5.5</td></tr> <tr><td>Nov '11</td><td>6.2</td><td>5.5</td></tr> <tr><td>Dec '11</td><td>6.9</td><td>5.5</td></tr> <tr><td>Jan '12</td><td>6.3</td><td>5.5</td></tr> <tr><td>Feb '12</td><td>6.2</td><td>5.5</td></tr> <tr><td>Mar '12</td><td>6.4</td><td>5.5</td></tr> <tr><td>Apr '12</td><td>5.9</td><td>5.5</td></tr> </tbody> </table>	Period	Actual ALOS	Target ALOS	FY 04	6.4	5.5	FY 05	6.2	5.5	FY 06	5.9	5.5	FY 07	5.5	5.5	FY 08	5.7	5.5	FY 09	5.8	5.5	FY 10	6.4	5.5	FY 11	6.1	5.5	Jul '11	6.1	5.5	Aug '11	6.1	5.5	Sept '11	6.1	5.5	Oct '11	5.8	5.5	Nov '11	6.2	5.5	Dec '11	6.9	5.5	Jan '12	6.3	5.5	Feb '12	6.2	5.5	Mar '12	6.4	5.5	Apr '12	5.9	5.5
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*Harris Rodde Indicator	<p>Source of Data: Affinity</p> <p>Target: <5.5 days</p>	<p>*Healthcare Network ALOS - Preliminary data pending Auditor-Controller validation</p>																																																									

LAC+USC Medical Center
Operational Monitoring Report
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Indicator	Definition	Data				
Indicator #6 – Pediatric Metrics						
6. Pediatric Bed Census and Occupancy (%) Pediatric ICU (PICU) Neonatal ICU (NICU) Pediatric Unit Adolescent Unit	Census: The total number admitted pediatric inpatients at 12:00 AM midnight of a designated pediatric ward. Occupancy: The total number of admitted pediatric inpatients divided by the total number of licensed beds on that unit and reported as percentage. Source of Data: Affinity	Date	NICU (40 Beds)	Peds Ward (25 Beds)	PICU (10 Beds)	Med/Surg Adolescent (20 Beds)
		Nov-08	56%	54%	50%	33%
		Dec-08	52%	60%	60%	40%
		Jan-09	52%	68%	70%	75%
		Feb-09	50%	80%	80%	85%
		Jun-09	60%	64%	60%	75%
		Jul-09	57%	72%	60%	80%
		Nov-09	35%	64%	70%	70%
		Mar-10	65%	68%	60%	75%
		Apr-10	60%	64%	60%	80%
		May-10	67.5%	68%	80%	80%
		Jun-10	65%	64%	70%	80%
		Jul-10	60%	68%	80%	85%
		Aug-10	62%	68%	60%	85%
		Sep-10	72.5%	60%	60%	80%
		Nov-10	67.5%	48%	50%	70%
		Dec-10	62%	60%	50%	65%
		Jan-11	55%	60%	70%	70%
		Feb-11	57%	68%	80%	80%
		Apr-11	55%	64%	50%	75%
		May-11	57%	56%	50%	80%
		Jul-11	58%	44%	50%	70%
		Aug-11	58%	44%	40%	75%
		Sep-11	58%	40%	50%	75%
		Oct-11	55%	52%	60%	70%
		Nov-11	62%	60%	70%	75%
		Dec-11	65%	40%	60%	70%
		Jan-12	60%	52%	60%	75%
		Feb-12	55%	56%	60%	70%
		Mar-12	55%	64%	50%	75%
		Apr-12	53%	48%	50%	65%